

Reception plays a really important role in the day-to-day running of your GP Practice

Every day your GP Practice may be dealing with hundreds of patients, all with different needs, requests and health backgrounds.



**Receptionist / Care Coordinator/
Practice Administrator**

What is Reception's purpose?

Reception provides an important function and is bound by confidentiality in the same way as a GP. Personal information about you can only be shared with the necessary members of the GP Practice team.

- First point of contact for everyone
- Gathers information from patients so that clinicians can triage
- Co-ordinates appointments
- Co-ordinates admin for repeat prescriptions and test results
- Supports the Practice team to see as many patients as possible

Getting the help you need

Appointments - why is triage so important?

Triage allows the Practice team to work efficiently to help as many people as possible.

A triage clinician sorts requests based on need which means you will see the team member with the best skills and expertise to help you. This might be a physiotherapist, a GP, the Practice pharmacist or a nurse.

Reception will ask questions to help the triage clinician, such as:

- Why a patient wants help from their GP Practice
- What kind of help is needed
- How quickly the patient needs help
- Who the best person is to help
- Where and when the patient should be seen

'Telephone/video contact has meant taking much less time off work for appointments'

'The ability to use eConsult as it is sometimes difficult to remember everything on the phone so better to write it down'

'Triaging calls on the phone is beneficial ... to make best use of doctor's time!'

'Really like the video consultations that are available now. Welcome to the 21 century!'

'GP sending requested prescriptions straight to the pharmacy for collection'

'Excellent response from GP services through eConsult'



What is eConsult?

Some GP Practices use an on-line form called eConsult. eConsult allows you to submit details about your symptoms in a confidential way directly to a triage clinician within the Practice. The triage clinician will decide who within the Practice team is best placed to provide the help you need.

If you are not able to use eConsult, you can call Reception at your Practice.

